

**2002/2003 Healthy Connections
Change/Disenrollment Quality Assurance
Report**

The following charts represent the number and percent of change/disenrollments for the quality monitoring goals in the Healthy Connections QA/QI Plan for waiver period 2002/2003. The percentages are the percent of the total requests for changes/disenrollments for all reasons. They do not reflect a percent of the total Healthy Connections population.

The total numbers of enrollees in Healthy Connections per quarter were:

First Quarter 2002 = 50,175	First Quarter 2003 = 96,345
Second Quarter 2002 = 58,283	Second Quarter 2003 = 103,932
Third Quarter 2002	Third Quarter 2003 = 111,222
Fourth Quarter 2002 = 85,278	Fourth Quarter 2003 = 115,269

2002/2003 – Changes in Enrollment Due to Excessive Waiting Times for Urgent Care (More than 48 hours – H012) - % = % of total change requests

Quarter Ending	3/31	6/30	9/30	12/31
2002	(0) 0%	(0) 0%	(0) 0%	(5) <1%
2003	(0) 0%	(0) 0%	(5) < 1%	(5) <1%

2002/2003 – Changes in Enrollment Due to Excessive Waiting Times for Routine Care (More than 14 days – H015) - % = % of total change requests

Quarter Ending	3/31	6/30	9/30	12/31
2002	(0) 0%	(0) 0%	(0) 0%	(3) < 1%
2003	(0) 0%	(0) 0%	(10) < 1%	(14) 1%

**2002/2003 – Changes in Enrollment Due to Request for referral denied – H016
% = % of total change requests**

Quarter Ending	3/31	6/30	9/30	12/31
2002	(8) < 1%	(1) <1%	(7) < 1%	(2) < 1%
2003	(6) < 1%	(6) < 1%	(5) < 1%	(8) < 1%

**2002/2003 – Changes in Enrollment Due to Perceived Quality of Care – H023
% = % of total change requests**

Quarter Ending	3/31	6/30	9/30	12/31
2002	(95) 7%	(101) 6%	(109) 2%	(127) < 2%
2003	(131) 4%	(94) < 3%	(126) < 2%	(189) 2%

Analysis/Recommendations

The number of changes or disenrollments due to excessive wait times for urgent care is well within acceptable ranges: 0 - < 1% for 2002/2003.

The number of changes or disenrollments due to excessive wait times for routine care is also within acceptable ranges: 0 - < 1% for 2002/2003

The number of changes or disenrollments due to inability to obtain a HC referral has been very low during 2002-2003: < 1%

The number of changes or disenrollments due to perceived Quality of Care issues was a little higher: 2% - 7% over the last two years. <2% to 7% in 2002 & <2% to 4% in 2003.

It is important to realize that these numbers are percentages of the total requests for change or disenrollment. They become even less significant if compared to the total HC enrollment for the same date ranges. For instance, the 1st quarter of 2003 percentage of 4% disenrollment for perceived quality of care issues is less than 1/100th of a percent of the total HC enrollees who changed or disenrolled for a quality of care problem.

The Regional Health Resources Coordinators have this report available to them by provider. Provider specific issues were not identified during 2002-2003.

Based on the number above, there are no recommendations for action at this time.